

OVER DAY CENTRE ANNUAL REPORT 2020-2021



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"Age is a state of mind. If you don't mind, it doesn't matter."

Mark Twain

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INTRODUCTION

Over Day Centre Association is an unincorporated charity registered with the Charity Commission of England under Registration No. 800829 at the following address: 1 Dring's Close, Over, CB24 5NZ.

The Day Centre aims to maintain and enhance the quality of life for older people living in Over, and other Cambridgeshire villages, by helping to combat loneliness and provide respite for their carers and, in doing so, extend the time that they can continue to live happily and safely in their own home. Opportunities are also provided for local people to volunteer to support the above objectives in order to enhance community support and spirit.

GOVERNANCE

The Board of Trustees is responsible for governance and strategic direction in order to provide clients with the best care service possible. There is a full set of policies and procedures that incorporate the legal requirements of organisations looking after vulnerable adults, as well as the aims/objectives of the Centre, which management, staff and volunteers are required to follow.

Current Trustees:

Ex-officio Members:

Bill Handley	District Council Representative
Adrian Tranter	Parish Council Representative

Ordinary Members:

David Barker	Co-Chair
Cecilia Tredget	Co-Chair
Nigel Poulter	Treasurer
Sally Hunt	
Helen Philips	
Dave Raven	
Heather Sturman	

Ex-officio Staff Members:

Hayley Smith	Centre Manager
Graham Waters	

OPERATIONAL MANAGEMENT

The charity has a Centre Manager, an Administrator, three care assistants, two bank staff carers, a minibus driver, a cook, and a team of dedicated volunteers.

AIMS AND SERVICES

The Over Day Centre Association is a charity that provides a high standard of professional care, catering to individual needs, in an environment that is friendly, engaging and health and safety conscious. Established in 1989, we have over thirty years of experience in the care sector and now serve a much larger South Cambridgeshire population than just the village of Over.



A client, who used to teach music, plays the piano regularly during her visits to the Day Centre.

We support our clients in their desire to maintain social interaction and to stay as independent and active as possible with opportunities to make new friends and participate in enjoyable activities.



“The people who work at the centre are very nice. I like riding on the bus and there’s always a cup of tea and biscuits waiting for me when I arrive. I really missed it during lockdown.”

MARTHA

Clients are provided with morning refreshments, a freshly cooked two-course midday meal, afternoon tea and entertainment. Menus are varied and planned to ensure the right nutritional balance, with special dietary requirements

catered for on an individual basis. Most clients attend full days but morning and afternoon sessions are available with the inclusion of the two-course lunch.



"The staff are wonderful and the centre gets me out of the house so that I'm not on my own feeling bored. The meals are very good too."

DAVE

The service offered by the Centre not only supports the clients but gives respite to their carers who are, most often, family members. Caring for someone can be mentally and physically challenging. Feedback received by the Day Centre from family, who have looked after an older relative during the Covid-19 lockdowns, has highlighted just how demanding it is to be a 24hr carer. Older couples, especially, have commented on the exhaustion that they have experienced caring for their spouse and how the loneliness of self-isolation has impacted on their feelings of well-being.



A client arriving at Over Day Centre using our free minibus.

The Day Centre has its own minibus, which offers free transport to clients who live in the villages of Bar Hill, Longstanton, Over, Swavesey and Willingham. Floor tracking and a tail lift allow for wheelchairs to be accommodated and all seats can be repositioned in order to meet client needs on any given day. All drivers receive MiDAS 1 and First Aid training. The drivers and escorts also complete a certified People Moving and Handling programme to ensure the safety and comfort of clients at all times.

¹ The Minibus Driver Awareness Scheme is a nationally recognised training programme for drivers.



The Day Centre was purposely built, adjoining Elm Court (sheltered housing) and in close proximity to Over Surgery and Pharmacy.

Clients have access to a number of additional facilities by arrangement, including hairdressing, foot care, and a carer-assisted bathing service using a specially designed bath for those with mobility problems.² Over Pharmacy offer a daily collection service for client medical prescriptions, and Over Surgery (when appropriate and feasible) allow their nurses to attend to clients at the Day Centre.

² Due to government advice that day centres continue to adhere to a two-metre social distancing rule, the bathing and foot care services are currently unavailable.

THE IMPACT OF COVID-19 ON THE DAY CENTRE

On the 17th of March 2020 the decision was taken to close Over Day Centre in order to safeguard the well-being of clients, volunteers and staff with regards to the Covid-19 outbreak. The clients (and the majority of the charity's regular volunteers) were in the high-risk category due to their age, and so the decision was taken to follow government advice that the over 70's should self-isolate. It would be the 13th of April 2021 before the Day Centre re-opened.

PROVIDING COMMUNITY SERVICES DURING LOCKDOWN

Throughout the year of closure, staff remained in contact with clients through telephone calls. Some were contacted 2-3 times a week; others on a weekly or fortnightly basis (according to the wishes of the individual). It was not uncommon for some telephone conversations to last for 45 minutes or longer. It quickly became clear that the clients all appreciated hearing a friendly, recognizable voice that was genuinely concerned for their well-being.

Staff also made doorstep visits to help celebrate occasions such as Christmas, Valentine's and Easter. For Valentine's Day Tesco Bar Hill and Aldi (Histon Road) Cambridge donated boxes of chocolates and flowers, which care staff delivered to clients in seven villages. Easter eggs and cards, donated by Tesco Bar Hill, were similarly delivered with the help of our longstanding young volunteer, Max Warrington. On all occasions social distancing and mask wearing were strictly observed; as well as hand sanitising before and after each doorstep visit to a client.

A jigsaw swap service was also run by one of the carers: ensuring that all jigsaws were suitably quarantined after each borrow of a puzzle.



Max delivering an Easter egg to a client in Willingham.

COMMUNITY MEALS SCHEME IN PARTNERSHIP WIH SCDC

In June 2020 Over Day Centre staff volunteered to take part in a Community Meals Scheme in association with South Cambridgeshire District Council. With funding from the Cambridgeshire Community Foundations, Defra (Department of Environment, Food and Rural Affairs), and local developers Countryside, the service ran for a year, ending on the 30th of June 2021. In this time, centre staff (supported by 25 local volunteers who delivered the meals) prepared free two-course meals twice a week to vulnerable older residents in Over, Bar Hill, Caldecote, Cottenham, Hardwick, Harston, Longstanton, Swavesey and Willingham. Up to 50 meals were prepared on each day of the scheme.³



"I have a laugh; I have a chat. I like it when there's something going on, like the children visiting, or when there's music. You can ask anyone, and they'll have something nice to say about the centre."

JEAN

Our cook, Karen was supported in the kitchen by staff volunteers Helen, Sarah, Liza, Wendy, Graham and then Trustees' Chairman, Steve. Meals were cooked on Tuesdays and Thursdays, chilled overnight, and then collected by the delivery volunteers on Wednesdays and Fridays.



Volunteers collecting meals from the centre before heading off to make their deliveries.

Over resident, Gary was very appreciative of the scheme: "*My wife and I are both in our eighties and my wife has had severe dementia for a few years now. I am her carer and it has been difficult to cope with lockdown. Knowing that each week I could have a dinner that was freshly made and which I didn't have to cook, made a big difference to me. The main course and pudding are always delicious and we thoroughly enjoy them. I think the volunteers are just wonderful to take part in this scheme.*"

³ Please note that those who received a meal did not have to be Day Centre clients to qualify for the service.

Maire Collins, Chair of Cottenham Day Centre Lunch Club, which had to close due to the pandemic, said that those receiving the meals always commented on how good they were: *"They say how much they appreciate them being delivered by the volunteers so they can also have someone to chat to, if only for a few minutes. It has been hard for all the elderly to be cooped up for so long without being able to go out and meet their friends."*



Day Centre cook, Karen Croxon preparing the meals
in the Day Centre kitchen.

During the 2020 school summer holiday the meal scheme was extended to vulnerable families with older children who did not have access to free school meals.

RE-OPENING OF THE DAY CENTRE IN APRIL 2021

Everyone was in high spirits on the day that the centre re-opened. The first to return were from Elm Court, having arrived fifteen minutes before the opening time of 9.30am. One gentleman explained that he had been so excited to come back that he had been awake since 5am that morning. Another client, who arrived using our free minibus service, giggled as she stepped through the front door and loudly announced, *"It's so good to come home!"* No-one minded that their temperature was taken before entering the premises, or that they were expected to wear masks (unless seated), or that a two-metre distancing policy sat them apart from their friends. Everyone was grateful to be together.

Six months on and not all of our clients have regained their confidence to socialise as they had done before. However, we have welcomed many new faces and have been able to offer our respite support to their families. The need to build up client numbers initially meant that the centre re-opened two days a week, but we are now open Monday-Thursday with a commitment to being open five days a week by Christmas 2021.



Return of the first clients to the Day Centre on the 13th of April 2021

WORKING WITHIN CURRENT GOVERNMENT GUIDELINES

The rest of England might be returning to normality, but the day centre is continuing to follow the strictest of government guidelines. Social Services hold regular Zoom meetings with day centre Managers to keep them informed about changes in Covid-19 restrictions and to offer support/advice. Current guidelines include:

- Adhering to two-metre distancing in the building and on the minibus
- Checking everyone's temperatures before they enter the building or board the minibus
- Frequent hand washing by staff and clients
- The wearing of PPE by all staff
- Testing of staff three times per week (1 PCR test and 2 Lateral Flow tests)
- Limiting the chances of Covid-19 transmission by keeping visitors to the Day Centre to a minimum
- Following a strict cleaning regime of premises and minibus
- Disinfection of toilets after each use
- Asking clients to wear masks when mobile (but not when seated)
- Preventing clients from sharing items such as magazines and pens (to limit chance of any cross-infection)
- Encouraging clients to be vaccinated and to carry out Lateral Flow tests (although neither are compulsory to ensure a place at Over Day Centre)
- Professional deep cleaning of the building at regular intervals.

The need to limit the chances of Covid-19 transmission has impacted Over Day Centre in two ways: the charity cannot be supported by volunteers, and no external entertainment is currently being booked. (Neither are we able to take our clients out for day trips on our minibus).

Our volunteers perform a variety of services. Some help in the kitchen by preparing vegetables, doing the washing-up or serving afternoon tea and cake to the clients. Others act as escorts on the minibus (having received professional training in Moving and Handling, as well as First Aid). There are those who also entertain our clients by playing music, or by offering to give talks on a variety of subjects from river journeys through Peru to the history of Fireworks and the Battle of Britain. Whilst providing support for the care staff and friendship for the clients, volunteers also help to keep

client fees affordable either by saving the Day Centre from having to employ more paid staff in support roles, or by helping to stage fundraisers such as the annual Five Pub Challenge, Bike Ride and Autumn Quiz Night.



Craft activities whilst social distancing.

All entertainment is being provided by the care staff who vary the activities from leading sing-alongs, to running Bingo, using the overhead projector to screen movies and favourite television shows, to leading craft activities and hosting quizzes (some are interactive through use of the projector).



"The Day Centre is fantastic. From start to finish everything is perfect, including the lunches. The staff are really good. Coming here gets me out of the house and I have made new friends. I like that staff do activities with us all the time. It's a service we can't ever do without."

IVAN

Some of our long-term volunteer entertainers have kindly continued to support the Day Centre using video and social media. Thirteen-year-old Alex Sturman, for example, who has visited our charity in the past to sing and play his violin, kindly recorded music videos for the clients. Likewise, Cottenham Brass Band and Cottenham Juniors published video performances online that went down a storm with the clients (with smiles all round and clapping at the end of each piece of music).



Alex performing in a video he specifically recorded for the centre.

Whilst the guidelines might seem unnecessarily strict, the charity must be seen to be doing its utmost to protect the clients. It is not mandatory for any client to have received both vaccinations or to be Lateral Flow testing in order to attend the Day Centre. Not everyone can be vaccinated for medical reasons, and not every client (especially those with dementia) is able to carry out a Covid-19 test.

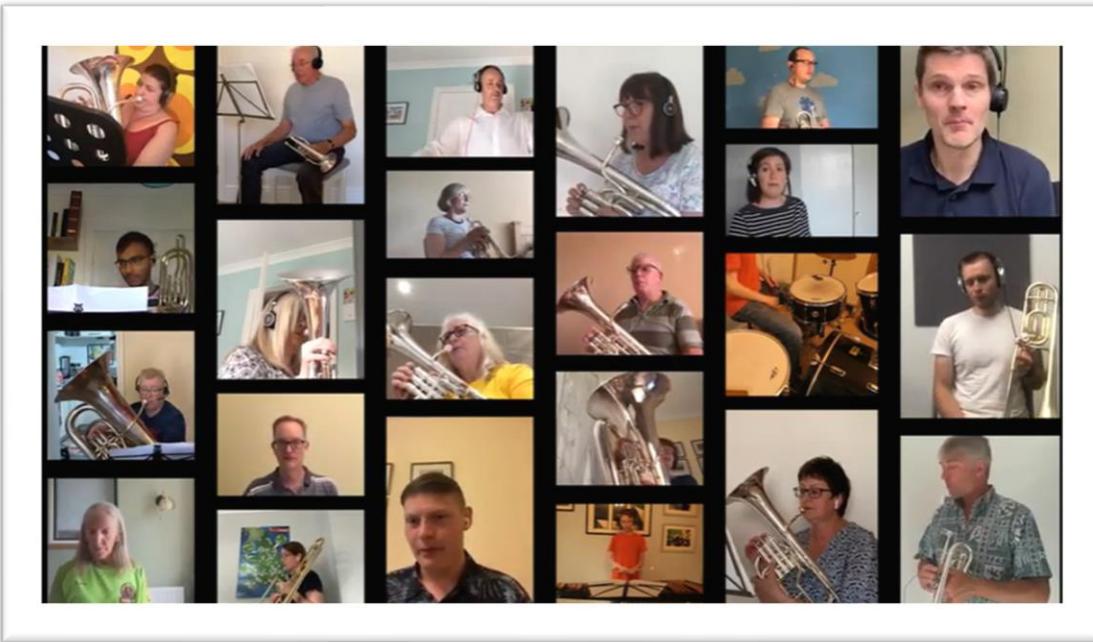


"I live on my own. The centre gets me out of the house. But I wouldn't be able to come at all if it wasn't for the free minibus. I find it hard to walk now, so this is the only time that I get to go out on my own, without being reliant on family or neighbours. I've been coming here for 9 years."

RENE

New policies and procedures have been put in place to ensure client and staff safety. Social Services have been keen to give support, and all staff have received additional training. Most recently the Centre Manager completed Webinar training, delivered by Cambridgeshire and Peterborough Councils, on key evidence-based infection prevention (relating to Covid-19 outbreaks) in adult day centres. Subjects covered included:

- Identifying standard precautions and transmission-based precautions to prevent the spread of infections
- Recommended techniques on how to work safely in day care settings
- The challenges of managing COVID-19 exposures and outbreaks.



Still taken from the Cottenham Brass Band video.



Clients social distance whilst taking part in a photo quiz
using the overhead projector.

The greatest challenge now facing the charity is continued adherence to a two-metre social distancing rule. Whilst the building can accommodate up to 30 clients, we can now only welcome up to 15 in a day. Likewise, although our minibus can seat 16 clients (not including the driver or escort), social distancing now limits the centre to 6 people per trip. This has a number of implications:

- New clients are having to be put on a waiting list for places (especially those who are dependent on our transport to attend)
- Clients, who would like to come for more than one day are having to wait whilst new clients are given priority

- The Day Centre is running at a loss, because overheads (such as staff wages, heating, electricity costs) remain the same.

We are not the only day centre to be facing these problems, and the ending of the furlough scheme – which has given Over Day Centre invaluable support during lockdown – brings the new challenge of how to support our charity long-term. What has become clear, since our re-opening, is that our service is needed more than ever. This is underlined by the number of enquiries that we are now receiving from further afield (for example, Dry Drayton, Duxford, St. Ives, even Linton).

LOOKING TO THE FUTURE

It is unclear as to how long the above government guidelines, relating to Covid-19, will remain in place. Until such time as Social Services inform Over Day Centre otherwise, our charity will continue to adhere to the existing procedures.

CLIENT DEMOGRAPHIC

The following table gives the current number of clients using the Day Centre. The first column shows how many people attend from each village, whilst the third illustrates the frequency of attendance (by the clients as a group) as a percentage of the weekly spaces available.

NB: THE FIGURES BELOW ARE BASED ON THE DAY CENTRE BEING OPEN FOUR DAYS PER WEEK WITH A MAXIMUM OF 16 CLIENTS ATTENDING EACH.

VILLAGE	# OF CLIENTS PER VILLAGE	# OF SPACES PER WEEK	% OF SPACES PER WEEK
Bar Hill	4	6	12%
Cottenham	1	2	4%
Lolworth	1	1	2%
Longstanton	1	2	5%
Over	13	27	55%
Swavesey	1	2	4%
Sutton	1	1	2%
Willingham	4	8	16%
	26	49	100%

TESTIMONIALS

RITA

Now a client four days a week, Rita was the Centre Manager of Over Day Centre when the existing building was first built at Dring's Close in Over. She had always worked in the care sector, having been a midwife on the maternity ward at Addenbrooke's Hospital. Her association with the Day Centre began through volunteering: socialising with the clients, assisting them with their mobility and helping in the kitchen with drinks and lunches.

From what Rita has to say about the day centre, her long-time association with the charity has been a very happy one:

"I started coming to the centre only one day a week, but I enjoy being here so much that I now come four days. It is like my second home. I worked here for such a long time, but I still like the atmosphere. I have always enjoyed being with people and I like to socialise. Coming here, I meet with people that I have known for years. Some are friends that I know through church. Others used to volunteer at the Day Centre when I was the manager. Everyone is very friendly. When I first came as a client, I just thought: "thank goodness I'm back here".



Sarah serving Rita her lunch.

I love it here! It's always been about community and getting people together. Before the pandemic there were lots of visitors coming to see us from New Road Preschool and the local schools. I think it's good to have contacts with the local community. And so many of the people who come here are from other villages. It doesn't matter where you're from, because we're all friendly to each other.

We are so lucky to have the Day Centre. It's a real gem and has always been popular with the local community. There have always been plenty of volunteers and I've never heard anyone with criticism about it.

Coming here breaks up the week. We have activities to do and the staff are really wonderful. They can't do enough for you. I really missed the Day Centre when it closed because of Covid-19. Couldn't wait till I could come back.

It's about helping people and caring. I love it here."

PEGGY

Ninety-four-year-old Peggy has been a client for four and a half years. For Peggy, Over Day Centre is not just an opportunity to socialise, but a means of support for her daughter with whom she lives, and who is Peggy's full-time carer.

This is what Peggy has to say about the day centre:

"I come to the day centre because it is a way of getting me out of the house on my own. I can't walk very far because I have a problem with my leg and my eyesight is failing. I used to enjoy hobbies like knitting and reading. I made all my own jumpers and cardigans and liked to used complicated patterns, but my eyesight means that I can't do anything anymore. The day centre gives me something to do where my sight doesn't matter. I can talk to friends and staff. The carers do quizzes and activities with us, which don't need good eyesight and so I can join in."

I like the lunches. Fish is my favourite. I took part in the free lunches⁴ during lockdown and that made a nice change. I looked forward to that.



Portrait of Peggy.

I'm not very good at making new friends. I've never been outgoing like that, but everyone at the day centre knows me. So, it doesn't matter if I'm shy. I can't believe I've been coming to the day centre for nearly five years. It's one of the few times every week that I get out of the house.

Me coming here also gives my daughter a break. She can have time to herself without having to worry about me. She needs a break. The only alternative would be for me to go into a residential care home, but I like being with my family and grandchildren."

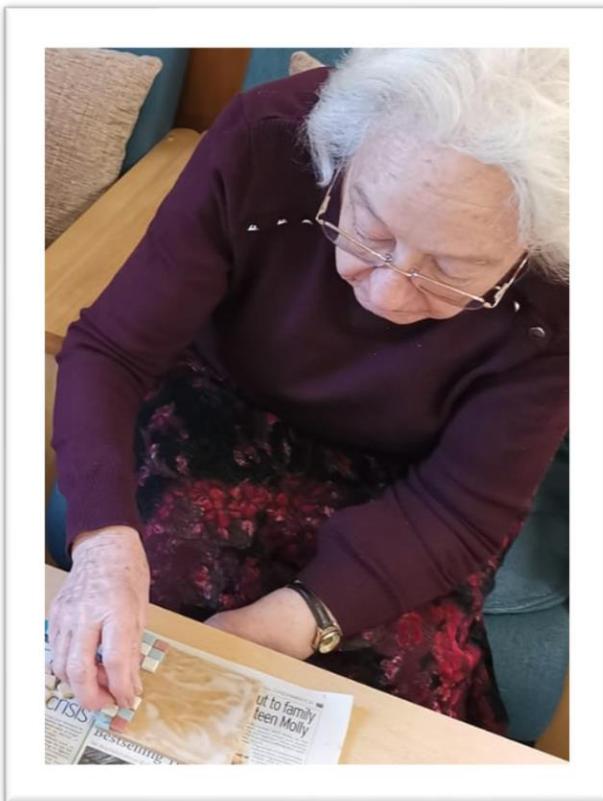
⁴ SCDC Meals Scheme run with support from volunteer Over Day Centre staff. See page 6 of Annual Report for more information.

PEARL

A friend recommended the day centre to Pearl when she started feeling lonely after the death of her husband. She is now thinking about attending three days a week, because the charity gives her the opportunity to socialise.

Pearl is nothing but positive about her experience of attending Over Day Centre:

"The day centre was recommended to me because I was lonely. The people on the estate where I lived changed a lot and nobody mixed with anyone else. We bought the house when the estate was first built. My husband had died and I was on my own. My family were visiting me regularly, but you get used to having someone around when you've been married for a long time.



Pearl likes to join in with the craft activities.

I was a bit nervous about coming to the day centre at first, but I like company and I like to socialise. I was only able to come because of the free minibus service. That is a real lifeline.

I really like being here. The staff and other people are very friendly and kind to me. It's lovely. We have activities all day and we have lunch together. I feel safe and happy here.

It was because of meeting people at the day centre that I decided this year to move to Over. Now I can just walk into the day centre from my flat. So, I can say that the day centre really has changed my life.

The most important thing for me is having people to talk to. That's really important when you live alone and miss conversation."

CO-CHAIRS' REPORT

DAVID BARKER AND CECILIA TREDGET

It is not possible to write this report without reference to the impact that Covid 19 has had on the Over Day Centre and on the care sector in general. Due to Government guidance, we have remained closed throughout the year. We are not expecting to be fully open until late 2021 but more likely Spring 2022.

There has been a much-reduced client income, however grants from the Parish Council, Charities, the Government's Job Retention Scheme, along with our investments regaining most of our losses of last financial year has enabled us to remain in a relatively strong position. Key to this is our ability to retain our staff so that we are in the position to reopen fully when it is possible to do so.

Full details of our finances can be read in our treasurer's report and we will no doubt report on the full impact of Covid-19 in the next financial year.

During a period of significant upheaval, we are immensely proud of a team of volunteers who helped South Cambs District Council provide hot meals, twice per week, to members of our community, clients and children. Around three thousand meals were prepared in our kitchen and distributed to local villages. Enormous thanks must be given to those who helped organise the menus, shopped, prepared meals, arranged collection and then cleaned the Day Centre. Truly fantastic.

We are again incredibly grateful for the continued support of local charities and communities in and around Over. Particular thanks must also be extended to all those who volunteered, supported the meals service, raised funds by making masks, delivering Easter eggs and spending time calling and visiting frail and older members of our community. This human contact has been critical and has been appreciated by all.

We have tried to maintain our core principles of the Day Centre during the year. If in a small way we have helped to combat loneliness and provide some respite for carers we continue to make a difference. We look forward to reopening fully when safe to do so and are confident that we have the support of our staff, volunteers, our Parish Council and Charities in making this a success.

Finally, we would like to extend our thanks to Steve Couper who resigned as Chair after many years as a trustee, volunteer and committed supporter of the Over Day Centre. Steve continues as a volunteer and can often be seen peeling spuds and offering his experience and expertise to all. Whilst Steve will be missed as a trustee, we are delighted that he continues as a volunteer at the Day Centre.

The Over Day will continue encouraging new trustees to help guide and support our staff and volunteers. Presently we have appointed Co Chairs, Cecilia Tredget and David Barker, and would invite anyone interested in joining us to contact either Cecilia or David via the Day Centre.

TREASURER'S REPORT

NIGEL POULTER

Financial position regarding income and expenditure for the year.

The year to 31st March 2021 was a strange year as the Day Centre was not open at all however all the staff remained on full pay. We received almost £75,000 from the Job Retention Scheme. We also received almost £23,000 from South Cambridge District Council.

We got £14,300 from the Cambridgeshire County Council, £5,000 from Over Parish Council and £3,000 from Willingham Parish Council.

Donation etc came to over £4,800.

Bank interest and Building Society was made up as follows:

Interest on Investment (Epworth)	£ 404.38
Interest on Cambridge Building Society	£ 6.38
Interest on Barclays Accounts	£ 17.49 now closed
Interest on Redwood Bank	£ 830.39

In total the income was £133,259 ignoring the investment gains. Costs were £123,388 making a net profit of £9,920.67.

We were expecting to lose £16,000 whist we continue to raise fees at around 10% a year for the next few years.

As the clients did not attend the day centre there was a reduction of costs.

This is made up of :-

Wages	£100,998 (82%)
Food cost	£ 5,954 (5%)
Gas and electricity	£ 1,704 (1%)
Diesel, repair and insurance for minibus	£ 1,086 (1%)
Depreciation (excluding Minibus)	£ 2,783 (2%)
Depreciation of Minibus	£ 3,983 (3%)
General Insurance	£ 2,245 (2%)
Office Costs and Household Expenses	£ 4,585 (4%)

There was £10,839.38 which was raised for the minibus but was not required. The amount left will go towards a Minibus when the existing bus needs replacing.

The investments took a hit in the year ended March 2020 but recover during the year closing at £114,779.84. Over the two year the investment gained £6,127.39 (5.64%) over two years so not a bad 2 years. At present over the last 6 months the investments have grown by about 9%.

CENTRE MANAGER'S REPORT

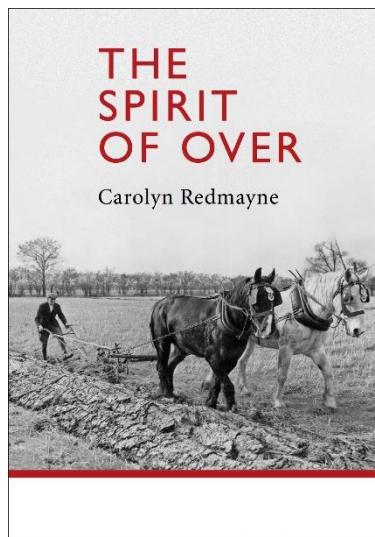
HAYLEY SMITH

Facing Covid-19 has been a challenge for the Day Centre, but one that the staff and trustees could not have met with more commitment, or belief that our charity could fully recover.

During our closure we lost close to half of our clients and have been working hard to build up the numbers since. We now have 26 regulars with assessments for new applicants booked over the next few weeks. Since re-opening, what has been clear to me, is how much our charity is needed by older people and those who care for them around the clock. By Christmas I am sure that it will be necessary to open five days a week.

I was especially grateful and proud of the voluntary support that the Day Centre staff gave during lockdown to the SCDC meals scheme and the telephone support service which they (themselves) suggested as a friendly lifeline for our clients.

Our local community has continued to show their support through donations in various forms. Denise Jackson, for example, presented the Day Centre with a cheque for £2,500 through the sale of hand sewn face masks. At Christmas, Over residents staged a Santa visit around the village with money from the bucket collection being shared amongst community groups and charities. The Day Centre received £385.50. The sale of Carolyn Redmayne's book on the history of Over has raised nearly £2,500 for our charity so far. (£5 from each copy sold is donated to us). Another £100 was received from the organisers of the Over Village Produce Show. And these are only a few examples of the kindness that we receive and very much appreciate.



Having been unable to welcome back our longstanding volunteers, we have just tentatively asked if any of them would like to help in the kitchen. Unfortunately, they will not be allowed to mix with the clients and will be subject to Covid-19 restrictions including Lateral Flow testing and the wearing of PPE.

Looking towards 2022, I am sure that we will continue to provide a valuable community service, and I look forward to a time when government guidelines on social distancing for Day Centres will be lifted.

MORE INFORMATION

For further information visit the Over Day Centre website, www.overdaycentre.co.uk and Facebook page, [facebook/overdaycentre](https://facebook.com/overdaycentre) or ring Centre Manager Hayley Smith on 01954 231807.



Over Day Centre Association

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